

FAQs - Health Care Flexible Spending Accounts Debit Card (Convenience Card)



If you have additional questions please contact the P&A Group.

Health Care FSA Debit Card

In the past I've had to sign up for a card, but I've heard all participants get a card automatically. Which is the case?

Effective January 1, 2012 if you enroll in a Health Care Flexible Spending Account you will automatically receive a NCFlex Convenience Card free of charge. You are no longer required to sign up or pay a fee for the Convenience Card.

How do I activate my card?

To activate your new card please visit www.padmin.com/activatecard or call 1(888) 879-4304 before use.

Is there a charge for replacement cards?

No. The P&A Group does not charge for a lost, stolen, replacement or dependent/spouse card.

Will we be able to obtain a card for a dependent/spouse?

Debit cards for a spouse and/or dependents over the age of 18 are available at no additional cost to the employee. Debit cards can be ordered electronically online at padmin.com/ncflex. We understand ordering dependent or spouse cards over the phone may be a last resort for some participants. The P&A Call Center is able to order a card if anyone needs assistance. *Please see page 5 for the P&A Group customer service contact information.*

If I use up all my FSA money, can I throw away my card?

No, cards are good through for three (3) years from the date of issue and will not be automatically re-issued each January. (Remember to re-enroll in the FSA during each annual enrollment period!)

P&A Group Contact information

Customer service hours are Monday-Friday 8:00 am- 8:00 pm EST.

Customer Service: Toll Free (866) 916-3475

Fax Claim Submission: Toll Free (877) 213-8917

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